



Dear Green Ribbon Council Members –

Thank you very much to those of you who participated in our second GRC meeting last month!

Your support of our goals for the recycLA program and the candid discussion of the issues that still need to be addressed in this transition period are very helpful as we continue to transition into the recycLA program.

We are roughly two-thirds through a rollout of about 70,000 new customers, but I think it's impressive that, to date, there have been 47,000 waste assessments conducted. Rollout will be completed at the end of January, 2018, which will be followed by an optimization phase to ensure that the service and environmental efficiencies of recycLA are maximized.

I want to thank the representatives from our recycLA Service Providers (RSPs) who attended this last meeting -- Universal Waste Systems (UWS) and Republic Services – who provided clarity about how they are addressing customer needs and finding creative solutions to specific customer needs.

I hope that you were impressed with the new LA Sanitation digital “dashboard” to help track service requests and monitor trends. For the first time, the City has records of all of our new customers, and can work with our RSP partners to quickly address customer needs.

We had a very productive discussion of the issues that our GRC members are grappling with as recycLA completes its transition period. I can assure you that my team and I are working with the RSPs every day to make sure that recycLA meets our recycling goals while also meeting the needs of you, the customer!

We will schedule our next Green Ribbon Council meeting in January. Until then, if you would like to schedule a presentation or meeting with LASAN and your organization, please contact the LASAN Public Affairs Office at (213) 978-0333.

As always, if one of your members is facing a specific billing challenge, please have them contact our 24/7 Customer Care Center at 1-800-773-2489 and ask to meet with someone from our recycLA Ambassador Team.

Happy Holidays!

Enrique C. Zaldivar  
Director and General Manager  
LASAN